



DRIVER LICENSE DIVISION

General Information Document and Fee Processing

This document has been created to provide our customers with general information on driver records and compliance processing. If you do not find the information you need, please contact our customer support center at (512) 424-2600 for further assistance. Thank you.

Driver Record Requests

The majority of drivers can request their driver record online at www.texas.gov and immediately print. If you are unable to request your driver record online or if you prefer to request your record by mail, then submit a request in writing to the address below. Your driver license audit number is required to request a driver record. Allow 10 to 15 business days to process.

Mailing Address: Texas Department of Public Safety
License and Record Service
PO Box 149246
Austin, Texas 78714-9246

Online Driver Test Scheduling

Some driver license offices now offer online scheduling for driver tests so customers can skip the wait and schedule online. To schedule a driving test online, visit <http://bit.ly/4E3EJ> and check your city for availability.

License Eligibility

Customers can view their license status, enforcement actions, compliance instructions, and pay certain fees online at www.texas.gov/LicenseEligibility. Your driver license audit number is NOT required to use this application.

Any documents or fees required to correct your eligibility status may be mailed to the address below. Include your full name, date of birth, and DL/ID number on all correspondence so your record can be properly identified. Please allow 14 business days for processing. Make your check, money order, or cashier's check payable to Texas DPS. Do NOT send cash.

Mailing Address: Texas Department of Public Safety
Central Cash Receiving
PO Box 15999
Austin, Texas 78761-5999

Driver Responsibility Surcharges

The Driver Responsibility Program establishes a point system that requires drivers to pay an administrative fee, known as a surcharge, who have accumulated 6 or more points on their driver record within a 36-month period or who have been convicted of certain offenses. You can pay your surcharges online at www.txsurchargeonline.com or by calling (800) 688-6882. To learn more about additional payment options, including ACE Cash Express, Money Gram or Western Union, visit the Frequently Asked Questions section on the surcharges website or call the number provided. For more information on surcharges, or other enforcement action fees, visit our website at www.texas.gov/LicenseEligibility.

Hearing Requests

If you received a letter notifying you that your driver license will be suspended, revoked, or disqualified unless you request a hearing within 20 days from the date on the notice, visit our secure website at www.dps.texas.gov/DriverLicense/customer_service to request a hearing.

Click on: Contact Customer Service
My driver license was suspended, revoked, cancelled, or denied
Administrative hearing request for DPS departmental administrative suspensions
CONTINUE > >
Administrative Hearing Requests (complete form)
Submit Form

Continued...

If your request is approved, you will receive a letter with the date, time, and location of your hearing. It can take up to 120 days for a hearing to be scheduled. Any time during this period, if your request is denied, you will receive a denial letter.

If you prefer, you can request a hearing by mail or fax (see information below). Include your name, current address, date of birth, and driver license number. If you have an attorney, also provide the attorney's name, phone number, and complete address.

Mailing Address: Texas Department of Public Safety
Enforcement and Compliance Service
PO Box 4087
Austin, Texas 78773-0320

Fax: (512) 424-2501

Compliance Processing

There are no driver license offices that offer walk-in service (including Austin) that will accept compliance documents. For compliance documents that REQUIRE PAYMENT, mail a personal check, money order, or cashier's check to the address below. Make check or money order payable to Texas DPS. Do NOT send cash. Write your full name, date of birth, and DL/ID number on all documents submitted so your record can be properly identified. Please allow 14 business days for processing.

Mailing Address: Texas Department of Public Safety
Central Cash Receiving
PO Box 15999
Austin, Texas 78761-5999

Compliance documents that DO NOT REQUIRE PAYMENT can be faxed, mailed; or scan documents as a PDF file and send them by email. All documents submitted must include your full name, date of birth, and DL/ID number so your record can be properly identified. Please allow 14 business days for processing.

Mailing Address: Texas Department of Public Safety
Enforcement and Compliance Service
PO Box 4087
Austin, Texas 78773-0320

Email: driver.improvement@dps.texas.gov

Fax: (512) 424-2848

Failure to Appear/Failure to Pay

For information on outstanding tickets, please visit our website. You can enter either <http://www.txfta.com> or www.texasfailuretoappear.com. If you prefer, you can call (800) 686-0570 and use the automated system 24/7.

Drug and/or Alcohol Education Courses

Contact the Texas Department of State Health Services at (800) 832-9623 for a complete list of approved courses. Once you've taken the course, mail the certificate of completion to:

Mailing Address: Texas Department of Public Safety
Enforcement and Compliance Service
PO Box 4087
Austin, Texas 78773-0320

Texas Vision and Limb Waiver Applications

Mail completed Vision and Limb Waiver applications and all supporting documents within 45 days of the physical examination date to the address below. If the application is incomplete or not returned within 45 days of the physical examination date, your request for a waiver will be denied.

Information on Enforcement Action

For more information on these and other enforcement actions, visit our website at www.dps.texas.gov/DriverLicense, and click on the "Surcharges, Suspensions & Reinstatement" tab.